



STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

Working Title

Pallet Jack Operator

Occupational Title

Pallet Jack Operator

Blue Collar Grade

07

Job Code Number

998531

Department of Revenue

Liquor Control Division

Liquor Distribution/Warehouse

Fair Labor Standards Act

Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Liquor Control Division administers the state's Alcoholic Beverage Code, which governs the control, sale, and distribution of alcoholic beverages. The division provides customer service with a focus on public safety to ensure a safe, orderly, and regulated system for the convenient distribution and responsible consumption of alcoholic beverages. The Liquor Control Division includes the Administrative Team, Liquor Distribution Unit, and Liquor Licensing Bureau. The Liquor Distribution Bureau manages state wholesale liquor operations including warehouse shipping and receiving, accounts receivable and payable, inventory management, liquor order processing, agency contract management, and customer service.

Job Responsibilities

The Picking Floor Pallet Jack Operator uses a pallet jack to assemble store orders in the case lot section of the warehouse, ensures orders are picked accurately, and pallets are assembled properly to minimize breakage during shipment. Incumbent operates the pallet jack in a safe, efficient manner to ensure product is not broken. The position reports to the Warehouse Foreman and does not supervise other staff.

• Order Assembly

1. Assembles store orders by picking full case lots of liquor using an electronic pick list.
2. Uses a pallet jack to create pallets of liquor by arranging the cases in an efficient, accurate, and safe manner.
3. When order is finished verifies total count, ties the pallet down, marks it with the store number, and stages the pallet in the designated area for the outbound trucking company.

• Repack Replenishment

4. Travels down rows of product on a pallet jack or order selector and picks full case lots using electronic pick lists.
5. Transfers product to the specific locator in the bottle section.

- **Equipment Checks**

1. Ensures equipment is in good working condition.
2. Performs a daily checklist for each piece of equipment used.
3. Brings concerns to the attention of the Warehouse Foreman or the Forklift Operator.

- **Warehouse Upkeep**

1. Cleans the warehouse to ensure a safe and orderly work environment is maintained. This includes, but is not limited to sweeping the warehouse floor, emptying shrink-wrap bins, emptying garbage cans, and strapping down piles of cardboard.
2. Cleans and processes broken cases of liquor.

- **Other Duties as Assigned**

1. The incumbent performs other duties as assigned by the Warehouse Foreman.
2. May also perform the tasks of the Forklift Operator or Repacker, on a seniority basis during absences.

Job Requirements

To perform successfully as a picking floor pallet jack operator the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and be able to work independently. The position requires knowledge of warehouse safety rules; production processes, quality control, costs, and other techniques for maximizing the effective distribution of goods; principles and processes for providing customer and personal services; proper use and maintenance of equipment and tools; time management; and basic mathematics. The incumbent must have the ability to effectively operate a personal scanner; make good decisions; be constantly alert and aware to ensure accuracy and maintain a safe work environment; and perform physical activities that require consistent and repetitive movements.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is a high school diploma, GED certificate, or equivalent and one year of job-related experience.
 - Work experience should include customer relations, sales, or distribution.
 - Other combinations of education and experience will be evaluated on an individual basis.

Department Core Values

- **Respect**: As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- **Integrity**: Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- **Productivity**: Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork**: Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

Working Conditions

This position has considerable mental stress and pressure due to workload; conflicting, multiple priorities; hard deadlines; and time constraints. This may cause stressful work conditions and a high degree of mental stress. Work hours may exceed 40 hours per week from time to time. This position involves performing physical activities that require consistent and repetitive use of arms, legs, abdomen, and lower back; squatting, lifting, balancing, walking, twisting; and quickly moving hands to grasp, manipulate, and assemble orders. Lifting is consistent throughout the work shift; up to 60 pounds and includes carrying product several feet between pallets and machines. Tools and equipment used include scanners (wireless/hands-free picking devices); forklifts; pallet jacks; order selectors; push carts; balers; shrink-wrap machine; foot-operated carton staplers; box cutters; water activated and pistol grip tape dispensers; miscellaneous cleaning equipment such as brooms, mops, shop vacuums; and construction tools such as drills, hammers, saws, ladders. The warehouse environment also includes noise, dust, dirt, etc. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

Special requirements

- **Background Examination:** Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- **Compliance with All Appropriate Montana Tax Laws:** An employee's tax status must be current.

This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.

Division Administrator Review: The statements in this job profile are accurate and complete.

Signature: Shauna Helfert, Division Administrator Date: August 2010

Human Resource Director Review: The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resource Director Date: August 2010

Employee: My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: _____ Date: _____

Name (print): _____